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1) A method for providing instructional information on the use of a medical device to a user computer, the method comprising:

a) receiving a request for instructional information on the use of the medical device over a network, the request originating from the user computer;

b) providing a first graphical user interface having a list of instructional topics associated with the medical device to the user computer in response to the request;

c) providing a second graphical user interface having a list of instructional sub-topics associated with an item on the list of instructional topics to the user computer in response to receiving a request for the item on the list of instructional topics from the user computer; and

d) providing a plurality of instructional graphical user interfaces having instructional information pertaining to an item on the list of instructional sub-topics to the user computer in response to receiving a request for the item on the list of the instructional sub-topic from the user computer.

2) The method according to claim 1, wherein the medical device is an Automatic External Defibrillator (AED).

3) The method according to claim 1, wherein the list of instructional topics include at least a utility of the medical device item, an operation of the medical device item, a device troubleshooting item and a device maintenance item.

4) The method according to claim 1, further comprising:

- a) providing an audio in at least one of the graphical user interfaces.

5) The method according to claim 1, further comprising:

- a) providing linear and non-linear navigation from at least one of the graphical user interfaces to another of the graphical user interfaces.

6) The method according to claim 1, wherein the instructional information in each of the plurality of instructional graphical user interface includes a text description of one or more operational steps pertaining to the selected item on the list of instructional sub-topics.

7) The method according to claim 6, further comprising:

- a) providing in one or more of the plurality of instructional graphical user interfaces one or more still images illustrating the text description of the one or more operational steps.

8) The method according to claim 6, further comprising:

- a) providing in one or more of the plurality of instructional graphical user interfaces an interactive animation illustrating the text description of the one or more operational steps.

9) The method according to claim 6, further comprising:

a) providing in one or more of the plurality of instructional graphical user interfaces a video illustrating the text description.

10)The method according to claim 6, wherein each of the plurality of instructional graphical user interfaces is provided based on the order in which the one or more operational steps in the text description would be performed during the proper operation of the device.

11)The method according to claim 10, wherein the medical device is an Automatic External Defibrillator (AED).

12)The method according to claim 10, further comprising:

a) providing in one or more of the plurality of instructional graphical user interfaces an interactive animation illustrating the text description of the one or more operational steps.

13)The method according to claim 12, wherein user interaction is required for the animation illustrating the text description of the one or more operational steps.

14) A system for providing instructional information on the use of a medical device,
the system comprising:

- a) a network;
- b) a user computer coupled to the network for requesting instructional information
on the use of the medical device; and
- c) a server couple to the network;

wherein the server provides a first graphical user interface having a list
of instructional topics associated with the medical device to the user
computer in response to the request for instruction, provides a second
graphical user interface having a list of instructional sub-topics
associated with an item on the list of instructional topics to the user
computer in response to receiving a request for the item on the list of
instructional topics from the user computer, and provides a plurality of
instructional graphical user interfaces having instructional information
pertaining to an item on the list of instructional sub-topics to the user
computer in response to receiving a request for the item on the list of
the instructional sub-topic from the user computer.

15) The system according to claim 14, wherein the medical device is an Automatic
External Defibrillator (AED).

16) The system according to claim 14, wherein the network is the Internet or an
Intranet.

17)The system according to claim 14, wherein the list of instructional topics include at least a utility of the medical device item, an operation of the medical device item, a device troubleshooting item and device maintenance item.

5 18)The system according to claim 14, further comprising:

a) an audio object provided in at least one of the graphical user interfaces permitting the user to listen to an audio.

19)The system according to claim 14, further comprising:

10 a) a linear navigation object and a non-linear navigation object provided in at least one of the graphical user interfaces permitting the user to navigate from the at least one of the graphical user interface displays to another of the graphical user interfaces.

15 20)The system according to claim 14, wherein the instructional information includes a text description of one or more operational steps pertaining to the selected item on the list of instructional sub-topics.

21)The system according to claim 20, further comprising:

20 a) at least one still image object provided in each of the plurality of instructional graphical user interfaces for illustrating the text description of the one or more operational steps.

22)The system according to claim 20, further comprising:

- a) an interactive animation object provided in the at least one instructional graphical user interfaces for illustrating the text description of the one or more operational steps.

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23)The system according to claim 20, further comprising:

- a) a video object provided in at least one of the plurality of instructional graphical user interfaces for illustrating the text description of the at least one instructional graphical display.

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24)The system according to claim 20, wherein each of the plurality of instructional graphical user interfaces is provided based on the order in which the one or more operational steps in the text description would be performed during the proper operation of the device.

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25)The system according to claim 24, wherein the medical device is an Automatic External Defibrillator (AED).

Sub 43 26) A computer program article of manufacture, comprising:

- a) a computer-readable medium for providing instructional information on the use of a medical device;
- 5 b) executable instructions in the computer-readable medium for receiving a request for instructional information on the use of the medical device over a network, the request originating from a user computer;
- 10 c) executable instructions in the computer-readable medium for providing a first graphical user interface having a list of instructional topics associated with the medical device to the user computer in response to the request;
- 15 d) executable instructions in the computer-readable medium for providing a second graphical user interface having a list of instructional sub-topics associated with an item on the list of instructional topics to the user computer in response to receiving a request for the item on the list of instructional topics from the user computer; and
- 20 e) executable instructions in the computer-readable medium for providing a plurality of instructional graphical user interfaces having instructional information pertaining to an item on the list of instructional sub-topics to the user computer in response to receiving a request for the item on the list of the instructional sub-topic from the user computer.

27) A business method for providing instructional information on the use of a medical device to a customer computer, the method comprising:

- a) receiving a request for instructional information on the use of the medical device over a network, the request originating from the customer computer;
- 5 b) providing a first graphical user interface having a list of instructional topics associated with the medical device to the customer computer in response to the request;
- c) providing a second graphical user interface having a list of instructional sub-topics associated with an item on the list of instructional topics to the customer computer in response to receiving a request for the item on the list of instructional topics from the customer computer; and
- 10 d) providing a plurality of instructional graphical user interfaces having instructional information pertaining to an item on the list of instructional sub-topics to the customer computer in response to receiving a request for the item on the list of the instructional sub-topic from the customer computer.

28) The business method according to claim 27, wherein the medical device is an Automatic External Defibrillator (AED).

29) The business method according to claim 27, wherein the list of instructional topics include at least a utility of the medical device item, an operation of the medical device item, a device troubleshooting item and a device maintenance item.

30)The business method according to claim 27, further comprising:

- a) providing an audio in at least one of the graphical user interfaces.

31)The business method according to claim 27, further comprising:

- 5 a) Providing linear and non-linear navigation from at least one graphical user interfaces to another of the graphical user interfaces.

32)The business method according to claim 27, wherein the instructional information in each of the plurality of instructional graphical user interface includes a text description of one or more operational steps pertaining to the selected item on the list of instructional sub-topics.

33)The business method according to claim 32, further comprising:

- 15 a) providing in each of the plurality instructional graphical user interfaces one or more still images illustrating the text description of the one or more operational steps.

34)The business method according to claim 32, further comprising:

- 20 a) providing in each of the plurality of instructional graphical user interfaces animation illustrating the text description of the one or more operational steps.

35)The business method according to claim 32, further comprising:

a) providing in at least one of the plurality of instructional graphical user interfaces a video illustrating the text description of the at least one instructional graphical user interfaces.

5 36)The business method according to claim 32, wherein each of the plurality of instructional graphical user interfaces is provided based on the order in which the one or more operational steps in the text description would be performed during proper operation of the device.

10 37)The business method according to claim 36, wherein the medical device is an Automatic External Defibrillator (AED).

15 38)A method for providing instructional information on the use of a medical device to a user computer, the method comprising:

- 15 a) providing a medical device control object, the medical device control object simulating a control of the medical device;
- b) providing a medical device first aid instrument object, the medical device first aid object, simulating a first aid component of the medical device; and
- 20 c) providing feedback, the feedback indicating the correctness of an interaction with the medical device control object and the medical device first aid instrument object.

39)The method according to claim 38, wherein the medical device is an Automatic External Defibrillator (AED).

40)The method according to claim 38, further comprising:

- a) providing an audio, the audio disclosing instructional information related to the medical device.

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41)The business method according to claim 38, further comprising:

- a) providing text description of one or more operational steps pertaining to the medical device.

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42)The business method according to claim 41, further comprising:

- a) providing one or more still images illustrating the concept disclosed by the text description of the one or more operational steps.

43)The business method according to claim 41, further comprising:

- providing a video illustrating the concept disclosed by the text description of the one or more operational steps.

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